CITY OF YORK Safeguarding Adults Board

one minute guide

Escalation Protocol

Purpose of the Protocol

The Escalation Protocol provides a structured framework for resolving professional disagreements about safeguarding practice. It aims to prevent delays and ensure adults at risk remain the central focus.

When to Use

Use the protocol when professionals disagree about safeguarding decisions or actions, particularly around:

- Risk assessment
- Roles and responsibilities
- Interventions
- Communication and information sharing

It applies only to safeguarding practice disputes, not care management or funding issues.

Key Principles

- Promote timely resolution of disagreements
- Keep the adult's safety, wellbeing, and views at the centre
- Follow Making Safeguarding Personal principles
- Adults with capacity can make unwise decisions; respect their rights

Areas of Disagreement

Common issues include:

- Threshold for safeguarding action
- Case management concerns
- Case closure or lack of action
- Lack of engagement by key partners in multi-agency risk management

How to Use

- Involve the adult and/or their representative before escalation.
- Consider Mental Capacity Act guidance for best interest decisions.
- Practitioners should remain open-minded and avoid defensiveness.

Four Stages of Escalation

Stage 1: Direct discussion between team managers (confirm in writing

Stage 2: Escalate to senior manager/head of service within 5 working days

Stage 3: If unresolved within 10 days, escalate to Assistant Director/Senior Manager using formal template

Stage 4: If risk escalates or resolution fails, contact CYSAB (sab@york.gov.uk) and use formal template

Immediate risk requires shorter timescales.

The full escalation protocol can be found on the CYSAB website: https://www.safeguardingadultsyork.org.uk/resources/local-policies-practiceguidance-resources

Contact: sab@york.gov.uk